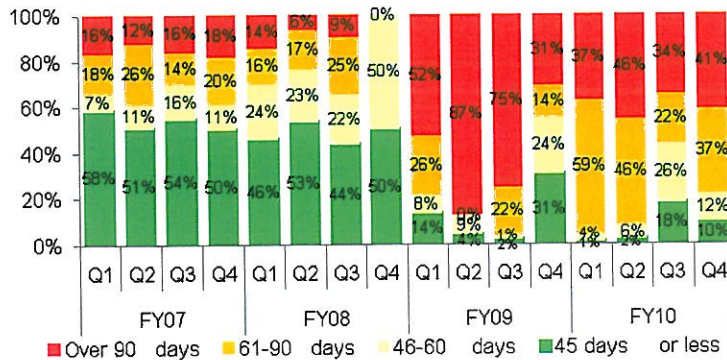


4.4 - OMWBE Application Processing Time **Is determination time improving?**

Application Determination Time



Drill Down Measures

4.4.a - Current Application Backlog
4.4.b - Applications Received

Summary Analysis

New State Only Applications Processed

	Quarters 1-4 FY10	Quarters 1-4 FY09
Total	515	341
45 days or less	54	59
46-60 days	61	44
61-90 days	190	56
Over 90 days	210	182

Data Notes

Data Source: OMWBE Database

Measure

Definition: The number of new state applications processed in under 45 days, 46-60 days, 61-90 days, and over 90 days, as a percentage of total applications processed during the quarter. This includes state applications (new) and is measured from the day of receipt to the day of the determination.

Target Rationale:

Link to Agency

Strategic Plan:

Relevance:

Notes: (optional) Data as of September 2010.

Also Available

Action Plan: Yes

Extended Analysis: Yes

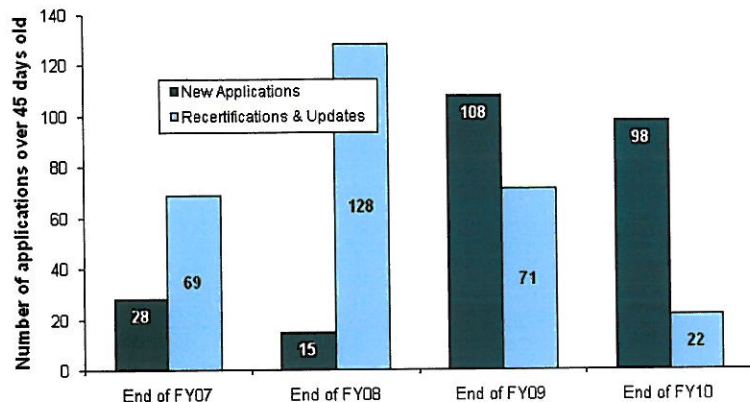
Action Plan

Title	Who	Due Date	Status	Status Date
ForumDate : 2010-01-15 (2)				
Add new staff resources for processing applications	OMWBE		Completed	6/8/2010
Set goals with staff	OMWBE		Completed	
ForumDate : 2008-11-19 (1)				
Reexamine process improvements	Director and certification manager	12/30/2008	Completed	6/12/2009
Add a new item				

Extended Analysis

In FY10, OMWBE set records in the number of new state-only applications received (561) and the number processed (515). However, the number of new state-only applications processed within forty-five (45) days was less impressive; only fifty-four (54) compared to fifty-nine (59) in FY09. The disappointing result in processing time is due in large measure to the concentrated effort to reduce the agency's backlog. 400 applications that were older than sixty-one (61) days were processed in FY10 compared to 238 similarly-aged files in FY09. This resulted in a significant decline in the backlog. Bolstered by this success, OMWBE has partially implemented a new action plan to enhance the prospects of sustainable success in reducing processing time as well as increasing processing totals in FY11. Encouraging results are already appearing in the first quarter.

Application Backlog State Certification Only



Data Notes

Data Source: OMWBE Database
Measure Definition: For FY09 & FY10, the data includes only first-time state applications that were not processed within 45 days.
Target Rationale:
Link to Agency Strategic Plan
Relevance:
Notes: (optional): Last updated September 15 2010
Also Available
Action Plan: Yes
Extended Analysis: Yes

Action Plan

Title	Who	Due Date	Status	Status Date
ForumDate : 2010-10-27 (7)				
Restructure Unit: Separate federal from state certification, giving responsibility to two managers	Director	8/1/2010	Completed	9/15/2010
Add one FTE (1 year)	Director	9/30/2010	In Progress	9/15/2010
Focus on old files	Certification Staff		In Progress	9/15/2010
Training: Update desk manual for day-to-day staff use	DBE Certification Manager	12/1/2010	In Progress	9/15/2010
Conduct In-service training series on an annual recurring basis	Certification Managers	1/1/2011	Not Started	9/15/2010
Enroll staff who need it in DOP-sponsored Time Management classes	Certification Managers		Not Started	9/15/2010
Launch updated Quickcheck	IT Services Manager	11/1/2010	Not Started	9/15/2010
ForumDate : 2010-07-15 (1)				
Process all FY2010 applications in backlog	Director and Certification Manager	7/31/2010	In Progress	9/15/2010
Add a new item				

Summary Analysis

State Only:

In FY10, OMWBE made significant progress in reducing a perennial backlog that had been as high as four hundred (400) at one point in the past. During FY10, OMWBE reduced its backlog of state-only applications awaiting processing moderately.

Backlog: There were 179 state-only applications not processed at the end of FY09 (108 new and 71 recertifications). In comparison, by the end of FY10, that number was reduced to 120 state-only files that had not been processed (98 new and 22 recertifications).

Several factors contributed to this success including the following:

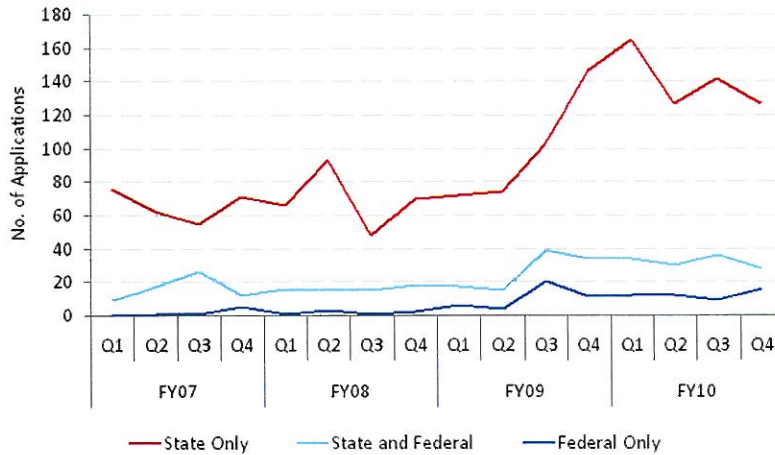
- Human Resources:
 - Hired (2) temporary staff
 - Hired IT/Communications specialist and a full time permanent MA4 instead of a deputy director
 - Director assigned another OMWBE manager (the former certification manager) to state certifications. This manager analyzed and completed 129 state applications so that a new backlog was not accumulating while work was being conducted on the old backlog and current applications.
- Launched an intensive in-service training program
- Management's insistence that the oldest files be processed first

Extended Analysis

At the end of FY10, the backlog stood at 102; down from 179 at the end of FY09. Despite this significant accomplishment, the sharp increase in new applications received made it clear that the measures used, though successful, were not sustainable. Accordingly, a new action plan was developed.

4.4.b - Applications Received **How many new applications for certification did OMWBE receive?**

Applications Received



Data Notes

Data Source: OMWBE Database
Measure Definition: Number of new applications received. Includes first-time applications only, for state, federal, and state/federal combination.
Target Rationale:
Link to Agency Strategic Plan:
Relevance: Last updated September 2010
Notes: (Optional) Previous data included annual updates (for state certification only), and federal recertification's (required every three years).

Also Available

Action Plan: yes
Extended Analysis: yes

Action Plan

Title	Who	DueDate	Status	StatusDate
ForumDate : 2010-10-27 (1)				
Restructure certification unit	Director and Certification Managers	9/20/2010	Completed	9/16/2010
ForumDate : 2009-07-15 (1)				
Implement first draft of QuikCheck pre-screening tool	Certification and IT Managers	7/31/2009	In Progress	9/14/2010
Add a new item				

Drill Down Measures

Summary Analysis

Applications Received and Processed.

The number of new state-only applications received has steadily increased in recent years. In FY08, there were 271; in FY09, 395; in FY10, 561 were received. OMWBE attributes this dramatic rise in the number of small firms seeking certification to the following factors:

- Increased availability of Linked Deposit funds (no wait list) 118 loans originated totaling \$46 million.
- Increased opportunities provided by local jurisdictions
- Increased focus on 2nd tier (subcontracting)
- Redesign of applications

		State Only	Federal Only	State & Federal
Qtr 1	FY09	78	6	17
	FY10	163	12	34
Qtr 2	FY09	74	4	15
	FY10	127	12	30
Qtr 3	FY09	102	20	39
	FY10	142	9	35
Qtr 4	FY09	148	15	34
	FY10	129	16	29
Total	FY09	395	45	105
	FY10	561	49	128

Extended Analysis

Applications Received (4.4.b)

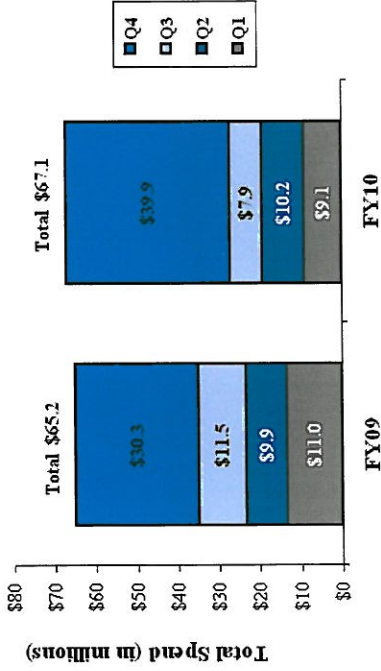
Applications: The total number of applications received also increased in FY10 compared to FY09; see table below:

TYPE	FY10	FY09
New State, Federal and Combinations	738	545
Federal Annual Updates	276	269
State-Only Recertifications	207	357
Combination (S&F) Recertifications	109	72
Miscellaneous Requests	124	146
Total	1,454	1,389



4.5 - Expenditure with Certified Firms **How much has the State spent with certified firms?**

State Expenditure with Certified Firms



Drill Down Measures

4.5.a - Diverse Suppliers to the State
Summary Analysis

FY10 Expenditures with Minority & Women Businesses Increased.

Despite the slowdown in the economy and fewer state expenditures, the number of certified firms doing business with the state in FY10 increased and the dollar amount spent with certified firms was steady. In FY09, the state purchased \$63.4 million in contracts from certified firms. In FY10, the state purchased \$67.1 million from certified firms.

Year	PBase (Billions)	Total # Certified Firms	Certified Firms Doing Business	Dollars (Millions)
2005	\$2.8	2449	421	\$54.6
2006	\$2.7	2487	378	\$80.2
2007	\$2.9	2461	453	\$68.5
2008	\$2.7	2467	460	\$64.9
2009	\$2.0	2649	478	\$65.2
2010	\$2.3	2906	545	\$67.1

Qtr 1	PBase	MBE	%	WBE	%
FY 10	\$615,665,989	\$6,790,803	1.10	\$2,290,215	0.37
FY 09	\$636,215,126	\$8,495,618	1.34	\$5,025,155	0.79

Qtr 2	PBase	MBE	%	WBE	%
FY10	\$690,518,328	\$5,748,426	0.83	\$4,363,717	0.63
FY09	\$617,410,495	\$5,422,478	0.87	\$4,542,110	0.73

Qtr 3	PBase	MBE	%	WBE	%
FY10	\$580,207,999	\$5,236,305	0.90	\$2,730,602	0.47
FY09	\$523,705,765	\$7,752,897	1.48	\$3,823,974	0.73

Qtr 4	PBase	MBE	%	WBE	%
FY10	\$459,845,240	\$26,641,741	5.79	\$13,357,202	2.9
FY09	\$262,384,482	\$23,282,913	8.87	\$7,096,116	2.7

Data Notes

Data Source:

Measure:

Definition:

The dollars of expenditure with certified firms includes only state certified firms, not spending with federally certified firms using federal dollars. The Pbase (purchasing base) includes spending on goods and services with both state and federal dollars, with certain limited exceptions.

Target

Rationale:

Link to Agency

Strategic Plan:

Relevance:

Notes: Data as of September 2010

Also Available

Action Plan:

Extended

Analysis:

Action Plan

Title Who Due Date Status Status Date

ForumDate : 2009-07-15 (1)

Second Director 12/31/2009 Completed 9/15/2010

Third Reporting Plot

Add a new item

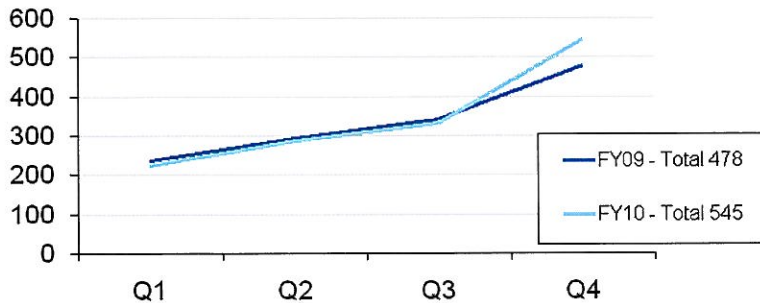
Extended Analysis

4.5a The number of certified firms doing business with the state increased in FY10.

The total number of certified firms increased to 2,966 in FY10 and the number of M/WBEs doing business with the state also increased (545 vs 478) despite budget cuts, less spending and more competition in the small business community. FY10 data shows that the PBase also increased from \$2.0 billion in FY09 to \$2.3 billion in FY10. While the percentage of spend did not show an increase due to the larger PBase it is significant to note that the number of firms doing business with the state has increased despite the economy and cuts. The total FY10 M/WBE spend was \$67.1M.

4.5.a - Diverse Suppliers to the State The number of certified firms doing business with the state is increasing.

Number of Certified Firms Doing Business with the State (cumulative by year)



Data Notes

Data Source: OMWBE's Database
 Measure Definition:
 Target Rationale:
 Link to Agency Strategic Plan
 Relevance:
 Notes: (optional) As of September 2010
Also Available
 Action Plan:
 Extended Analysis:

Summary Analysis

The number of certified firms doing business with the state increased in FY10 from 478 in FY09 to 545 in FY10.

The total number of certified firms increased to 2,966 in FY10 and the number of M/WBEs doing business with the state also increased (545 vs 478) despite budget cuts, less spending and more competition in the small business community. FY10 data shows that the PBase also increased from \$2.0 billion in FY09 to \$2.3 billion in FY10. While the percentage of spend does not show an increase due to the larger PBase it is significant to note that the number of firms doing business with the state has increased despite the economy and cuts. The total FY10 M/WBE spend was \$67.1M. New this year, the FY10 data includes the University of Washington's PBase (\$377 million)

FY10 Number of Certified Firms Doing Business With the State

Ethnicity/Gender	Qtr 1	Qtr 2	Qtr 3	Qtr 4
African American	21	26	33	53
Asian American	47	57	68	114
Hispanic	13	24	26	46
Native American	9	12	17	34
Other	0	0	0	1
Caucasian	134	168	188	297
Total	224	287	332	545

FY09 Number of Certified Firms Doing Business With the State

Ethnicity/Gender	Qtr 1	Qtr 2	Qtr 3	Qtr 4
African American	31	39	41	52
Asian American	50	58	67	103
Hispanic	18	27	32	46
Native American	8	11	13	26
Other	1	1	1	2
Caucasian	127	157	186	249
Total	235	293	340	478

Action Plan

Title	Who	Due Date	Status	Status Date
ForumDate : 2010-10-27 (2)				
Implement Standard Contract Language	Director & Agency Support Manager	12/31/2011	In Progress	9/15/2011
OMWBE Directory Re-Design	Director & Agency Support Manager	12/31/2011	In Progress	9/15/2011
ForumDate : 2009-07-15 (2)				
Gap Analysis	Director and Agency Support Manager	6/30/2011	In Progress	9/15/2010
Focused Advocacy	Director and Agency Support Manager	6/30/2011	In Progress	9/15/2010
Add a new item				

Extended Analysis

- Continue to increase number of MWBEs bidding through outreach, training and new interagency agreements with ethnic commissions.
- Continue to encourage agencies to implement contract language permissible under I-200 re: MWBE solicitation, utilization and reporting as first and second tier vendors; and use WEBS OMWBE report.
- Continue to participate in GA Procurement Reform workgroup re: NIGP Code implementation/NAICS alignment and GA WEBS enhancement workgroup.
- Analyze agency spend data to identify new opportunities for MWBEs, assist agencies provide focused outreach and track spend.